Health Information Technology (HIT)
Transforming Health Care in Connecticut

Developing Connecticut's HIT Workforce

Presented By
Linda Guzzo, Dean
Capital Community College

CAPITAL Community COLLEGE

Health IT

Health Information Technology
Capital Community College

- Urban campus serving the Greater Hartford region
- Annually enroll over 4,500 credit & 4,000 non-credit students
- Only federally-designated Hispanic serving institution in CT
- Leader college for Achieving the Dream Project
- Nursing Program is largest RN degree bearing program in CT and fourth largest in the United States
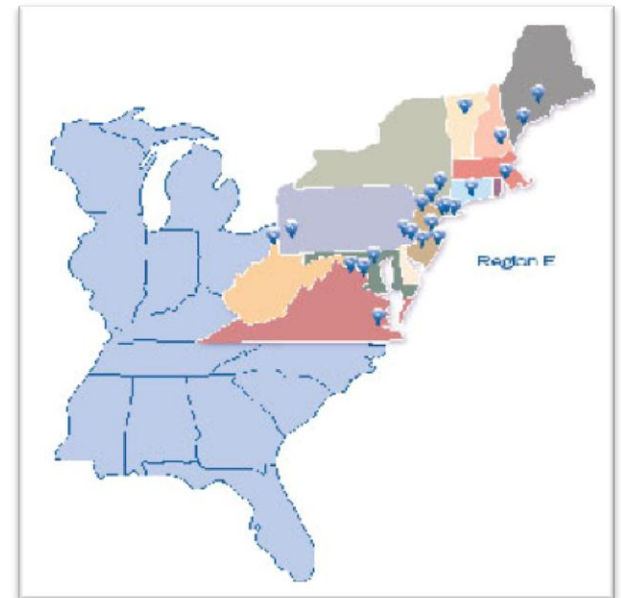- Nationally recognized workforce development programs
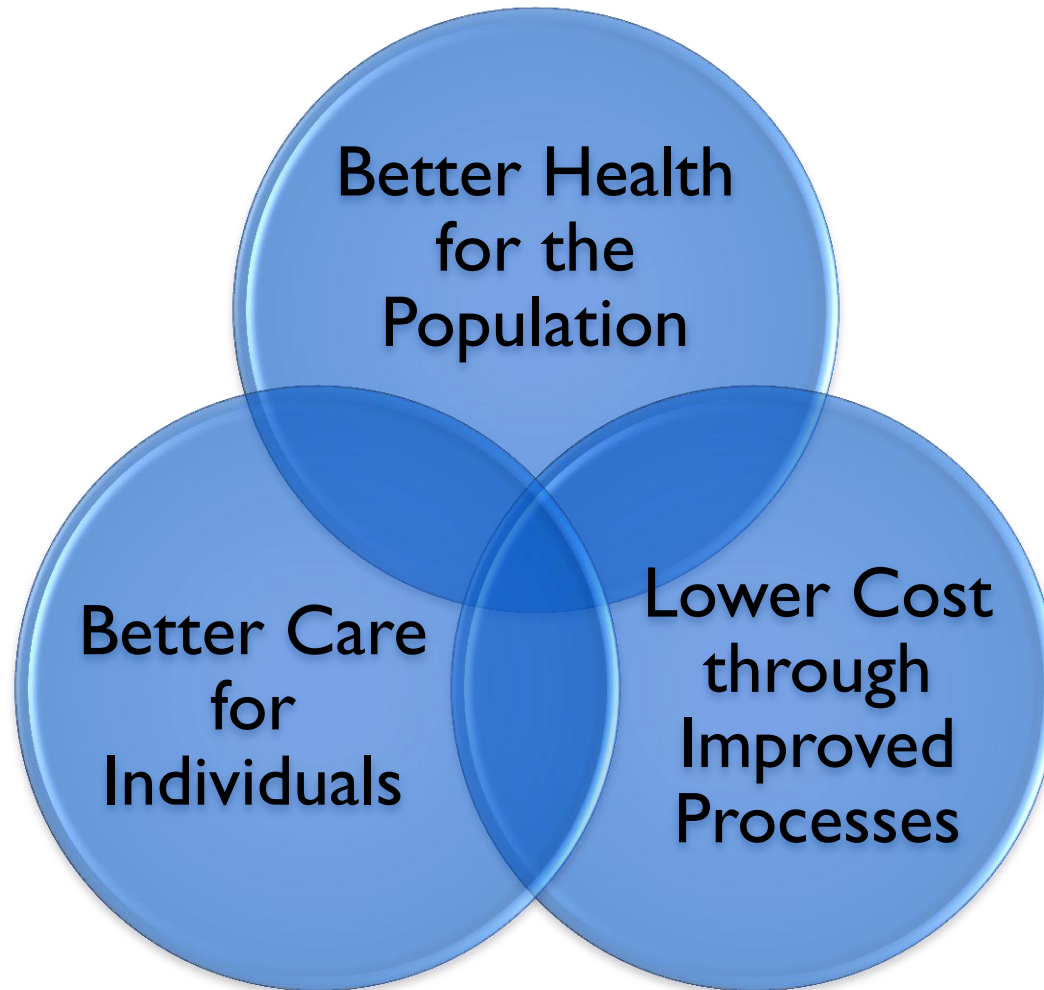
Health IT

Health Information Technology Community College Consortium

- Oversight by the Office of the National Coordinator of Information Technology (ONC), part of U.S. Department of Health & Human Services (HHS).

- Region E – Northeast

- 22 community colleges in 10 states and the District of Columbia

- Led by Tidewater Community College

- Train up to 7,500 students

CAPITAL
Community
COLLEGE

Health IT

Everybody wins with HIT

Better Health for the Population

Better Care for Individuals

Lower Cost through Improved Processes

CAPITAL
Community
COLLEGE

Purpose & Objectives

- Develop and deliver a nationally validated curriculum to train Health IT workers

- Create an electronic database of curriculum resources and materials

- Provide approaches to assess, select and configure Electronic Health Record (EHR) Systems to meet the needs of hospitals, clinics and physicians' offices

Two Track Curriculum

Core HIT Curriculum

Engineer Track Curriculum

Consultant Track Curriculum

Core HIT Curriculum

- **Required classes for all HIT students:**
  - Introduction to Health Care & Public Health/The Culture of Health Care
  - Terminology in Health Care and Public Health Settings
  - History of Health Information Technology in the United States
  - Health Management Information Systems
  - Working with Health IT Systems
  - Usability and Human Factors
  - Professionalism/Customer Service in the Health Environment

Engineer Track Classes

- **In addition to core courses, Engineer track students must take:**
  - Networking and Health Information Exchange
  - Installation and Maintenance of Health IT Systems
  - Configuring Electronic Health Records
  - Special Topics Course on Vendor Specific Systems

Consultant Track Classes

- **In addition to core courses, Consultant track students must take:**
  - Introduction to Information & Computer Science
  - Fundamentals of Health Workflow Process Analysis & Redesign
  - Quality Improvement
  - Public Health IT
  - Working in Teams
  - Introduction to Project Management
  - Planning, Management and Leadership for Health IT

CAPITAL
Community
COLLEGE

HIT Careers

- ***Graduates of the HIT Engineer program can perform the following functions in the workplace:***
  - **Technical/Software Support**
    - Maintains systems in clinical & public health settings, including patching & upgrading of software
  - **Implementation Manager**
    - Provides on-site management of mobile adoption support teams before and after HIT implementation. Applies project management and change management principles to achieve project goals
  - **Implementation Support Specialist**
    - Provides on-site user support for implementation of EMR systems in clinical & public health settings. Installs hardware & configures software

HIT Careers

- *Graduates of the HIT Consultant program can perform the following functions in the workplace:*
  - **Practice Workflow and Information Management Redesign Specialist**
    - Assists healthcare providers in analyzing workflow processes and integrates information technology workflows
  - **Clinician/Practitioner Consultant**
    - Addresses workflow and data collection issues from a clinical and public health perspective, including quality measurement & improvements and assists in selection of vendors & software
  - **Trainer**
    - Designs & delivers training programs to employees in clinical and public health settings using adult learning principles
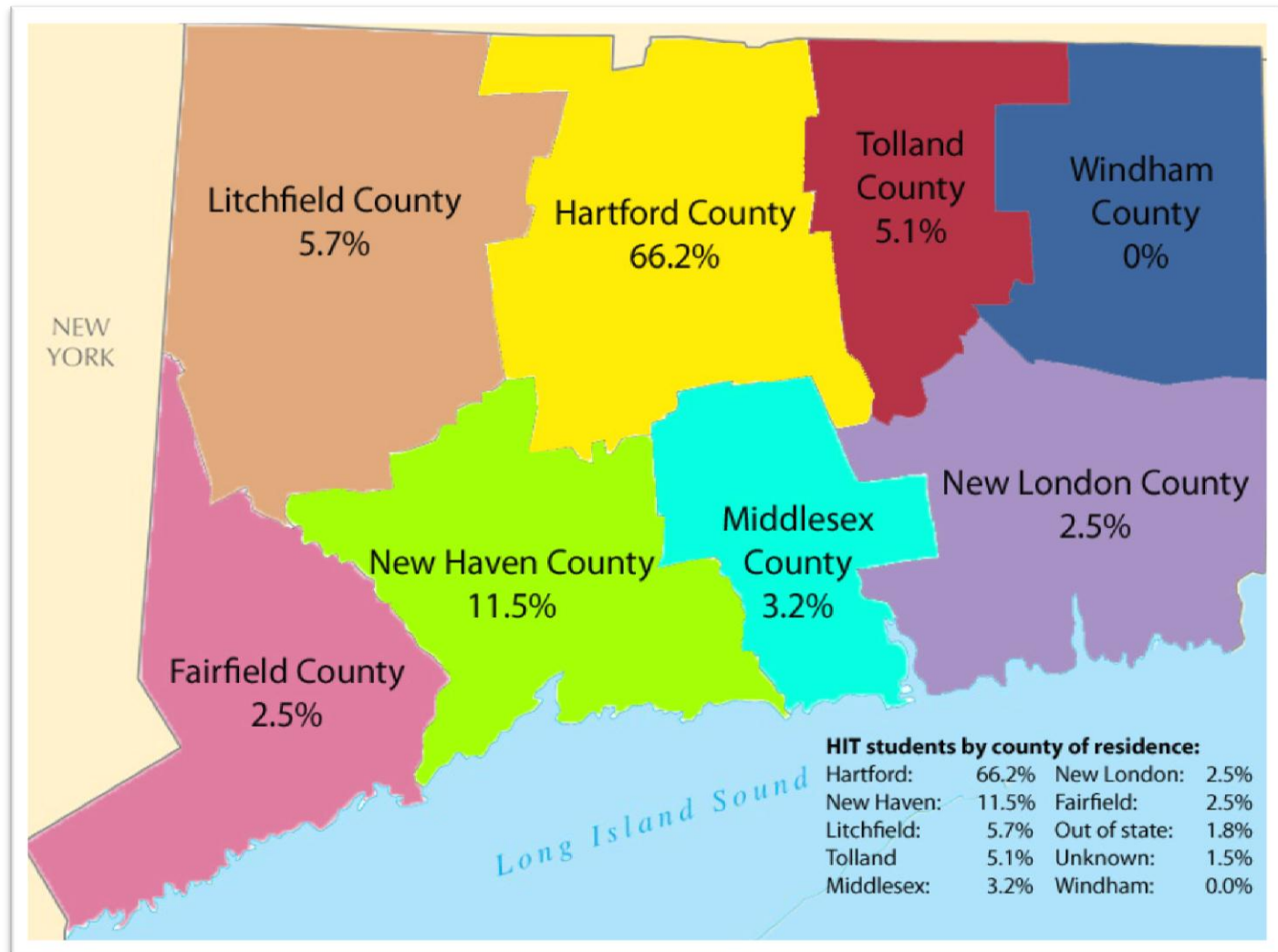
Partnerships

CCC Health IT Student Profile

- **Gender:**
  - 68% female
  - 32% male
- **Age:**
  - Age range: 24 – 65
  - Average age: 46
- **Retention rate:**
  - 86% of students who begin HIT training have successfully completed the program

CCC Health IT Student Profile

Litchfield County 5.7%

Hartford County 66.2%

Tolland County 5.1%

Windham County 0%

NEW YORK

New London County 2.5%

New Haven County 11.5%

Middlesex County 3.2%

Fairfield County 2.5%

Long Island Sound

HIT students by county of residence:

Hartford:	66.2%	New London:	2.5%
New Haven:	11.5%	Fairfield:	2.5%
Litchfield:	5.7%	Out of state:	1.8%
Tolland	5.1%	Unknown:	1.5%
Middlesex:	3.2%	Windham:	0.0%

CAPITAL Community COLLEGE

CCC Health IT Student Profile

- **Pre-training professional status:**
  - 66% of students were employed entering the program
  - 34% were unemployed prior to entering the program
- **Post-training professional status:**
  - 80% of students who successfully completed the HIT program are currently employed, re-employed, and/or have been promoted by their employer.

CCC Health IT Student Testimonials

"I recently accepted an offer from St. Francis (Hospital & Medical Center)! Graduating from the HIT program was the deal maker!"

- Dominick
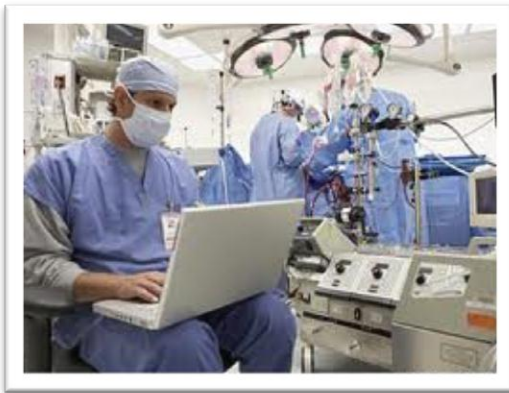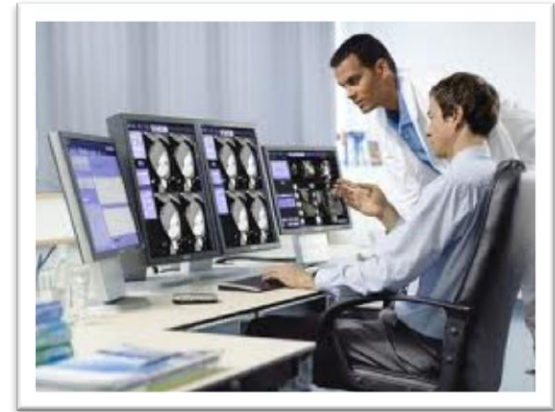
"There wasn't one day that I left school that I didn't learn something new…I'm already working in the medical field with a certified EHR!"

- Harry

CAPITAL
Community
COLLEGE

Significant Outcomes

- ➢ Graduated 108 students from the HIT training program

- ➢ Forty-nine students currently enrolled

- ➢ Achieved a student retention rate of 86%

- ➢ Achieved a 60% pass rate on the national competency exam (on par with national average)

- ➢ Established the Health IT Alumni Network

- ➢ Created internship and job placement programs

- ➢ HIT introductory curriculum incorporated into Capital's non-credit allied health workforce development programs

CAPITAL
Community
COLLEGE

Program Expansion Plans

- CT HIT Workforce Training and Education Center

- HIT Training & Demonstration Lab for Connecticut Health IT partners

- Community Health Worker Training Program

- HIT Consumer Education Program

- HIT Credit Certificate & Degree programs

- Insurance HIT Program

- On-line job matching system

- Cohort 5 begins May 2012

What Employers are Saying

"CHCACT has employed four students from the HIT program at Capital Community College. Each student brought amazing energy, ability, and dedication to our organization. Because of their previous job experience, they understood how to work with customers and take the initiative on the tasks they were given to do. Each of them quickly became trusted resources on our team. Although they did not have direct health care experience, their skills and abilities were quickly transferred and it was clear that the HIT program prepared them to understand the health care IT environment and to function well in their new roles."

Kate Galambos, RN
Director of Technical Services
Community Health Center Association of Connecticut

Contact Information

Linda Guzzo

Dean of Continuing Education

Economic and Community Development

Capital Community College

lguzzo@ccc.commnet.edu

(860) 906-5132